

## STATEMENT OF CLIENT RIGHTS

TASC supports and protects the fundamental human, civil, constitutional and statutory rights of all clients. The client's dignity is recognized and respected in the provision of all services.

Clients who receive TASC services are entitled to the following:

1. The client has impartial access to services regardless of race, religion, ethnicity, national origin, gender, sexual orientation, age, creed or disabling condition as specified in the American's with Disabilities Act of 1990.
2. All TASC services are available to the client regardless of the source of financial support.
3. The client has the right to confidentiality of records as specified in 42 CFR, Part 2.
4. The client has the right to give or withhold informed consent regarding treatment and confidential information.
5. The client receives individualized service and is given information on the nature and type of services that s/he will receive.
6. The client will receive treatment in the least restrictive environment, as appropriate and available.
7. The client (and parents/guardians, if applicable) will actively participate in the development of a person-centered service plan.
8. The client may decline services and has a right to be informed of the consequences resulting from the refusal of those services.
9. The client's rights regarding confidentiality of HIV/AIDS status is protected.
10. The client may receive services from other organizations with or without TASC assistance.
11. The client is not subjected to physical or mental abuse.
12. The client is not denied services on the grounds of refusing to volunteer for research or experimental services.
13. The client is informed of the rules and regulations of the program.
14. The client has the right to request the opinion of a consultant at his/her expense.
15. The client, through the assigned treatment manager, has the right to request a referral for services not provided and the supervisor will determine the appropriateness of the referral.
16. The client is informed on how to initiate a complaint through TASC grievance procedures:
  - a. TASC Grievance Procedure: The client is directed to schedule a meeting with the assigned care manager to discuss and resolve identified concerns. If the client is dissatisfied with the outcome of this meeting, s/he maintains the right to contact the care manager's supervisor to discuss any problems or complaint regarding his/her client status. The client may continue to pursue remedy through administrative resources until the issue is resolved.
  - b. The client is entitled to seek remedy if any of the following situations arise:
    - I. Client is denied access to care management services;
    - II. Client believes that his/her right to confidentiality has been violated; or
    - III. Client feels that the care management services rendered are detrimental to his/her health, safety or well-being.